**Sai Sree Dattha**

Salesforce Business Analyst

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With 6 Years of IT experience focusing on Salesforce platform i am looking for a challenging position where my technical, analytical and communication skills can be put in for the accomplishment of Self and Organization goals.

**Certifications**:

Salesforce Certified Administrator (ADM-201 - Active)

Salesforce Certified Developer (Dev-401 – Retired)

**Skills:**

User Management, Profile Management, Data Export/Upsert, SFDC Reporting, Able to handle multiple projects, Requirement analysis, Documentation, Apex Programming, SFDC Lightning.

**Working Experience:**

**Capgemini Technology Services India Limited, Chennai** April 2018 – Present

**Project 3: Healthcare Apttus CPQ (General Electric Company)**

**Role – Salesforce Administrator / BA**

* Facilitating the group discussions with the business team to gather the requirements.
* Worked closely with the development team to customize, develop, design and manage ongoing system solutions to meet the organization’s goals.
* Managed user profiles, roles, assigning new Permissions, generating security tokens, creating new validation Rules.
* Extract / Upload data into various objects as per the end users request.
* Customized various Salesforce.com Standard Objects Opportunity, Quote/Proposals, Agreement and other custom objects available in the project.
* Developed document working prototypes and workflow diagrams to facilitate better system understanding.
* Leading Automation team to validate the regression results.
* Validating the overall functionality before allowing the business users to test it.
* Documenting the business process and providing the necessary KT to end users on the usability.

**Jeevan Technologies India Private Limited, Chennai** Jan 2015 – Jan 2018

**Project 2: World Class Talent (Deloitte)**

**Role – Salesforce Administrator**

* Provided support to production users by resolving their issues raised a Case in salesforce.
* Adding and deactivating users on Salesforce.
* Managed user profiles, roles, assigning new Permissions, generating security tokens, creating new validation Rules.
* Inserting/Updating the excel data into an object as per the end users request.
* Created different Sandboxes for development & Testing teams.
* Deploying components using Change Sets between the environments.
* Involved in PVL Data Base project built for H1B applicants.

**Project 1: Account Relationship Management (Deloitte)** July 2014 – Dec 2014

**Role – Salesforce Functional Tester**

* Created Test Scenarios & Test Steps by analyzing the client’s requirement.
* Uploading the data on weekly basis from an external system R-Trak to salesforce.
* Validation the new changes deployed into the QA & Production environments.
* Interacted with Onsite coordinators to provide daily status updates.

**Education:**

Graduated from N.B.K.R Institute of Science & Technology, Vidyanagar.

**Address Information:**

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Gudali Village,

Kota Mandalam,

SPSR Nellore - 524413